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Cisco SPA 525G2 5-Line IP Phone
Cisco Small Business

For Small Business

5-Line Business IP Phone with Enhanced Connectivity and Media for a New Level of User Experience

Highlights

- Full-featured and stylish business IP phone supporting up to two Cisco® SPA 500S Expansion Modules (32 button attendant consoles)
- Cisco Mobile Link: Bluetooth enhanced integration with mobile phones to make and receive calls, import your personal contacts, and charge your mobile phone
- Enhanced network connectivity with Power over Ethernet (PoE), 802.11g Wi-Fi client with Wi-Fi Protected Setup (WPS), and Bluetooth headset support
- Graphics-rich, high-resolution 3.2-inch QVGA 320 x 240 color screen
- Cisco AnyConnect VPN Client: Highly secure Internet phone connection for remote users that is simple and easy to set up
- MonitorView for monitoring up to four video surveillance cameras from your phone
- Cisco XML services framework: Support for productivity applications directly on your phone
- Support for multimedia functions, such as playing MP3s, displaying digital photos, and viewing RSS feeds
- Wideband audio for unsurpassed voice clarity and enhanced speaker quality
- Support for both Session Initiation Protocol (SIP) and Smart Phone Control Protocol (SPCP) with the Cisco Unified Communications 500 Series for Small Business

Figure 1. Cisco SPA 525G2 5-Line IP Phone with Color Display

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The Cisco SPA 525G2 5-Line IP Phone with Color Display (Figure 1) is an excellent choice for businesses that require an enhanced user experience with a hosted IP telephony service, an IP private branch exchange (PBX), or a large-scale IP Centrex deployment. Part of the Cisco Small Business Series, the SPA 525G2 uses industry-leading SPA voice over IP (VoIP) technology from Cisco, with high-quality hardware providing additional connectivity via Bluetooth, PoE (802.3af), or a Wireless-G client (802.11g).

Standard Cisco SPA 525G2 features include five active lines, VLAN-capable dual switched Ethernet ports, 802.3af PoE support, a 3.2-inch QVGA color display, a full-duplex, high-quality speakerphone, a Bluetooth interface, a Wireless-G (802.11g) client, a 2.5-mm stereo headset port, and a USB 2.0 host port. Each line can be configured independently to use a unique phone number (or extension) or can use a shared number that is assigned to multiple phones. The power supply for the SPA 525G2 is sold separately. The optional SPA 500S 32-button attendant console adds up to 64 buttons for receptionist positions.

The Cisco SPA 525G2 IP Phone further improves the user experience with VPN and video surveillance applications. It includes an embedded AnyConnect Secure Sockets Layer (SSL) VPN client that allows remote users to securely connect to their phone system and make calls over the Internet, without the need for additional hardware. The SPA 525G2 also provides users the ability to view video feeds from Cisco WVC2300 and PVC2300 Business Internet Video Cameras, allowing users to quickly see different locations around the business in order to improve physical security. The SPA 525G2 is part of the Cisco SPA 500 Series IP Phones, a robust portfolio of small business phones providing a rich user experience that includes HD voice, on-phone applications, and intuitive menu options.

The Cisco SPA 525G2 provides encrypted signaling, media, and provisioning information, using state-of-the-art technologies such as Session Initiation Protocol (SIP) over Transport Layer Security (TLS), Secure Real Time Protocol (SRTP), and HTTPS to secure communications between the phone and service provider. Cisco SPA Secure Remote Provisioning provides a highly secure mechanism for the service provider to remotely manage the phone/user configuration and software upgrades.

The Cisco SPA 525G2 IP Phone can also be used with productivity-enhancing features such as VoiceView Express and Cisco XML applications when connected to the Cisco Unified Communication 500 Series in SPCP mode.

Features and Product Specifications

The Cisco SPA 525G2 IP phone can easily grow with your business. New features can be added to the phone over time via firmware updates. New employees or employees who need to move to another location can simply plug in their preconfigured phones anywhere on the network, and the network will recognize the change. The phone also supports wireless network connectivity, providing unrestricted placement without the cost of running network cabling.

Tables 1 through 4 present the features, specifications, and compliance information for the Cisco SPA 525G2 5-Line IP Phone with Color Display.

Table 1. Features and Benefits

Feature	Benefit
Lighted line keys	5 illuminated call appearance line buttons with tricolor LEDs
Hold key	Puts current call on hold
Voicemail key	1-button access to voicemail
Menu key	Accesses call history, directory, speed dials, MP3 player, web applications, user preferences, network configuration, device administration, and status
Lighted mute key	Lights up red when the call is on mute, and turns off when mute is removed. Also lights red in the event of a network failure
Lighted headset key	Lights up green when pressed and using a Bluetooth or 2.5-mm headset for hands-free calling
Lighted speakerphone key	Activates full-duplex speakerphone; stays lit while speakerphone is on
Lighted message waiting	Lights when there is new voicemail; visible on the phone chassis above the LCD screen; stays lit until the new

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Feature	Benefit
indicator	voicemail has been processed by the user
Graphical display	Color 3.2-in. QVGA (320 x 240 pixels) backlit LCD graphical display
5-way navigational buttons	Navigating menus and multimedia applications
4 soft-key buttons	Dynamically present calling options to the user
Network features	Cisco Discovery Protocol, IEEE 802.1p/Q
Wi-Fi	802.11b/g, Wi-Fi Multimedia (WMM) (802.11e)
Wi-Fi security	• Wired Equivalent Privacy (WEP), 64 or 128 bit • Wi-Fi Protected Access (WPA), Personal and Enterprise • WPA2, Personal and Enterprise • Wi-Fi Protected Setup (WPS)
Ethernet switch	10/100 PC switch port enables LAN connectivity to a co-located PC. Can designate separate VLANs (802.1Q) for the PC and Cisco IP phones, providing improved security and reliability of voice and data traffic. 802.3af PoE WAN port; disabled when phone is used in Wi-Fi mode
Volume control	Volume-control toggle provides easy decibel-level adjustments of the handset, monitor speaker, and ringer
Applications	• Customizable screen saver on phone display (Photo Album) • Music player (MP3) • RSS web services • Cisco MonitorView • SIP third-party call control for server-based applications • Lightweight Directory Access Protocol (LDAP) and Cisco XML-based corporate directory support • Cisco XML services interface (XSI)
Call control and audio features	• Call hold • Music on hold[1] • Call waiting • Caller ID name and number and outbound caller ID blocking • Caller ID mapping for incoming calls • Outbound caller ID blocking • Call transfer - attended or blind • Call conferencing - hosted (N-party) or local (3-party) • Call forwarding - unconditional, no answer, on busy • Visual voice message waiting indicator (VMWI) • Shared/bridge line appearance[1] • Call pickup - selective and group[1] • Call park and unpark[1] • Call back on busy • Call blocking - anonymous and selective • Do not disturb • Intercom[1] • Group paging[1] • Extension mobility[1] • Configurable dial/numbering plan support with inter-digit timers - per line • URL (IP) dialing support • Distinctive ringing based on calling and called number • Supplementary services feature activation codes • Supplementary services announcements codes • Configurable supplementary services soft keys • Individual volume setting per audio path (headset/handset/speaker)
Signaling protocol support	• SPCP • SIP version 2 (RFC 3261, RFC 2543, RFC 3263, RFC 3264, RFC 3275)
Voice features	• SIP proxy redundancy - dynamic via DNS SRV, A records • Re-registration with primary SIP proxy server • SIP support in Network Address Translation (NAT) networks, including simple traversal of User Datagram Protocol (UDP) through NAT (serial tunnel [STUN]) • Codec name assignment

[1] Feature requires support by SIP/SPCP client management server.

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Feature	Benefit

	• Voice algorithms:
	  ◦ G.711 (A-law and µ-law)
	  ◦ G.726 (32 kbps)
	  ◦ G.729 AB
	  ◦ G.722, Wideband Audio
	• Dynamic payload support
	• Adjustable audio frames per packet
	• Dual-tone multi-frequency (DTMF): in-band and out-of-band (RFC 2833), SIP INFO (RFC 2976)
	• Flexible dial plan support with inter-digit timers
	• IP address/Uniform Resource Identifier (URI) dialing support
	• Call progress tone generation
	• Jitter buffer - adaptive
	• Frame loss concealment
	• Voice activity detection (VAD) with silence suppression
	• Attenuation/gain adjustments
	• VMWI via NOTIFY, SUBSCRIBE
	• Caller ID support (name and number)

Data features	• MAC address (IEEE 802.3) • IPv4 (RFC 791) • Address Resolution Protocol (ARP) • DNS A record (RFC 1706), SRV record (RFC 2782) • Dynamic Host Configuration Protocol (DHCP) client (RFC 2131) • Point-to-Point Protocol over Ethernet (PPoE) client (RFC 2516) • Internet Control Message Protocol (ICMP) (RFC 792) • TCP (RFC 793) • UDP (RFC 768) • Real Time Protocol (RTP) (RFC 1889, 1890) • Real Time Control Protocol (RTCP) (RFC 1889), RTCP-XR (RFC 3611) • Differentiated Services (DiffServ) (RFC 2475), type of service (ToS) (RFC 791, 1349) • VLAN tagging 802.1p/Q • Simple Network Time Protocol (SNTP) (RFC 2030)
Security	• Password-protected system reset to factory default • Password-protected administrator and user access authority • HTTPS with factory-installed client certificate • HTTP digest - encrypted authentication via MD5 (RFC 1321) • Up to 256-bit Advanced Encryption Standard (AES) encryption • SIP over TLS for signaling encryption • AnyConnect SSL VPN • SRTP for media encryption
Provisioning, administration, and maintenance	• Web browser administration and configuration via integrated web server • Automated provisioning and upgrade via HTTPS, HTTP, or Trivial File Transfer Protocol (TFTP) • Asynchronous notification of upgrade availability via NOTIFY • Nonintrusive, in-service upgrades • Report generation and event logging • Stats in BYE message • RTP media loopback for quality of service (QoS) monitoring • Syslog and debug server records - per-line configurable

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Table 2. Physical Specifications

Feature	Benefit
Dimensions (H x W x D)	• 8.4 x 8.3 x 1.7 in • 214 x 212 x 44 mm
Weight	• 0.9 kg • 2.0 lb • 32.8 oz
Phone casing composition	Acrylonitrile butadiene styrene (ABS) plastic in textured dark gray with silver-colored bezel

Table 3. Environmental Specifications

Feature	Benefit
Operating temperature	32°to 113℉ (0°to 45℃)
Relative humidity	5% to 95% noncondensing, operating and nonoperating
Storage temperature	-13°to 176℉ (-25°to 80℃)

Table 4. Certifications

Item	Description
Regulatory compliance	FCC, CE, C-Tick, Wi-Fi, hearing aid compatible (HAC), Reduction of Hazardous Substances (RoHS), Bluetooth
Safety	• UL 60950 • C-UL 60950 • EN 60950 • IEC 60950
Electromagnetic compatibility	• FCC Part 15 (CFR 4) Class B • ICES-003 Class B • EN 55022 Class B • CISPR 22 Class B • CISPR 24 • EN 55024 • EN 50082-1 • EN 61000-3-2 • EN 61000-3-3 • EN 61000-6-1
Telecom	FCC Part 68 (CFR47) HAC

Ordering Information

Table 5 provides ordering information for the Cisco SPA 525G2 IP Phone. Table 6 lists the optional accessories.

Table 5. Ordering Information

Part Number	Description
SPA525G2	Cisco SPA 525G2 5-Line IP Phone
SPA525G2-RC	Cisco SPA 525G2 RC SKU (remote customization for service providers)

Table 6. Optional Accessories

Part Number	Description
MB100	Wall-mount brackets for SPA500, CP500, and SPA900 Series
PA100-NA	Power supply for SPA500, CP500, and SPA900 Series - 5V/2A (North America style plug)
PA100-UK	Power supply for SPA500, CP500, and SPA900 Series - 5V/2A (UK style plug)
PA100-EU	Power supply for SPA500, CP500, and SPA900 Series - 5V/2A (EU style plug)
PA100-AU	Power supply for SPA500, CP500, and SPA900 Series - 5V/2A (AU style plug)

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Part Number	Description
SPA500S	32-button attendant console for Cisco SPA 500 Series IP Phones (maximum of 2 per phone)

Service & Support

The Cisco Small Business Support Service provides three years affordable peace of mind coverage, to help protect your investment and derive maximum value from Cisco Small Business solution. The subscription-based service offers software updates, access to the Cisco Small Business Support Center, online chat support, and expedited hardware replacement.

Table 7 provides ordering information for this support option.

Table 7. Service Option

Part Number	Description
CON-SBS-SVC1	3-year Cisco Small Business Support Service

Warranty

Cisco Small Business IP phones are covered by a Cisco 1-year limited hardware warranty with return to factory replacement and a 90-day limited software warranty. In addition, Cisco offers software updates for bug fixes for the warranty term, and telephone technical support at no charge for the first 12 months following the date of purchase.

For more information, visit http://www.cisco.com/go/warranty.

For More Information

For more information on the Cisco SPA 525G2 IP phone, please visit http://www.cisco.com/go/500phones.

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